

WS-01303A-14-0010



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

ORIGINAL

Opinion No. 2014 - 116434

Date: 5/28/2014

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Arizona Corporation Commission

DOCKETED

MAY 29 2014

Complaint By: First: Patti

Last: McCaleb

Account Name: Patti McCaleb

DOCKETED BY

Street:

Work:

City: Paradise Valley

State: AZ Zip: 85253

is: E-Mail

Utility Company: EPCOR Sewer \*AAWC

Division: sewer

Contact Name:

Nature of Complaint:

Docket No. WS-01303A-14-0010

I understand Epcor Water Company wishes to request a rate hike concerning Paradise Valley Water District. Although the general consensus is that residents of PV have more than enough in funding to cover their water bills, there are a great number of households on fixed income that will indeed be negatively impacted by any increase in their water bills.

During the period that AZ American Water Company serviced our area, they ignored the existing infrastructure until necessity mandated that they make major repairs and replacement. After years of inadequate company management, they went before the ACC and requested an increase in rates. A portion of this rate increase was designed to encourage desert landscaping and water conservation. Unfortunately for those residents who already focused on water conservation, this three-tiered system that was put into effect did not encourage conservation but rather penalized households for things beyond their control. When we first moved back to the valley, our monthly water bills averaged about \$30/month. After 15 years the bills were more like \$300/month. This is staggering. A noteworthy component of this is that although our property is a full acre, we had a very small area of lawn, with the remainder desert landscaping a year ago we removed the lawn completely and yet our bills are still off the charts. The residents of PV were being punished due to AZ American's inability to manage their financial situation.

I understand that when Epcor bought out this portion of AZ American's jurisdiction that they also inherited AZ American's inadequate infrastructure. We, as residents, however should not have to be punished again for mistakes made earlier year after year by AZ American Water. I humbly beg the Commission to not allow any increase in water rates for the Paradise Valley Water District, Thank you.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

RECEIVED  
2014 MAY 29 AM 11:45  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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5/29

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

\*End of Comments\*

Date Completed: 5/29/2014

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